



Student Services Office Quality Improvement Plan

DOCUMENT CONTROL SHEET

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Project Title	Quality Improvement Plan					
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Student Services Office



Quality Improvement Plan (5 December 2012)

Recommendation in order of priority	SAR Reference PRGR reference	Response / Action Planned	Responsibility for Action	Resources Implications	Deadline / timeframe	Measurement / Benchmarking	Outcome / Status
That the unit ensure that the strategic importance of Student Services, at an institutional level, is fully recognised	PRG 3.2.1 SAR P 39	Highlight with SMT the value of SSO. Unit highly operational – strategic focus can get lost. Propose SSO participate in Faculty Executive meetings	SSO & SMT	None	Immediate/ As soon as possible		
That the critical role played by Student Services be taken into account in the design of any future buildings/facilities	PRG 3.2.2 SAR P39	Considerable engagement with unit in relation to Colles. This needs to continue in the future SSO have already initiated and delivered several facilities projects – Prayer Rooms,	SMT to ensure that SSO is represented in estate related groups and projects impacting on students SSO to continue to	None	Ongoing from now		

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		Friendship Room, Serenity Room, and Gym. SSO should continue to drive projects improving student spaces. Mercer Court Accommodation Project good example of SSO initiatives.	initiate and drive student related projects				
Recognising the substantial increase in student numbers, the PRG recommend that the adequacy of current staffing levels be considered	PRG 3.2.3 SAR P39	SSO propose 3 additional posts. 1.Student Services Co-ordinator (inc. projects) 2.Mature & Postgraduate Support Co-ordinator 3.Student Services Co-ordinator (inc . union & merchandising)	SSO provide job descriptions SMT support and approval required	Financial cost of 3 additional posts 3 x Type B Secretary €33,086-€47,448 inclusive x 3 = €99,258-142,344	Posts 1&3 - immediate/asap Post 2 – academic year 2013-14		

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Whilst the main offices for the core Student Services team are adequate for the most part, the PRG recommend that the unit be given access to a private meeting room if possible	PRG 3.2.4 SAR P39	A revamp of the SSO is currently being discussed. Plans will be drawn up to redesign the space. Meeting room will be part of the new space	SSO and Estates Office SMT to approve budget for refurbishment	This is part of a proposed refurbishment plan for the Student Services Office/corridor	Works would need to commence by June 2013 for completion end of August 2013		
That the unit consider how best to highlight and promote, at an institutional level, recognition of student non-academic excellence. This could be achieved, for example, in the form of an Institutional Award presented at graduation ceremonies	PRG 4.2.1 SAR P39	Propose a Dean's Awards for non academic achievement – 2 awards in total. One for Civic Engagement and 1 for Student Life contributions. Consider most suitable time to award them	SSO to draw up outline of the awards for approval by the Dean. How will students be nominated?	SSO to draw up awards documentation for approval by Dean/SMT Additional post referred to above will support this and other student projects	To be in place for next academic year 2013-14		
That the unit consider the benefits of introducing a	PRG 4.2.2	For a student Charter to	SMT to initiate	None. Form working group with existing	To be agreed		

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Student Charter, to reflect RCSI's commitment to students	SAR P39	be effective, it needs to be institution wide. SMT to consider.		staff across the organisation	with SMT		
That the full scope of services provided by the Student Services Unit is not known or fully understood by all staff (academic and other). In this context, the PRG recommend that the unit consider how it might enhance its visibility and optimise ways of communicating their services to Schools/staff	PRG 5.2.1 SAR P39	SSO regularly appear on website, staff portal, Pulse, FLEAM, in addition to extensive coverage on Moodle. The unit's big Screen Project also seeks to inform staff and students. Perhaps produce booklet and send to all staff.	Produce booklet on what we do for distribution to staff. Possibly include in new induction programme. Produce an annual report for circulation to staff	Possible with additional resources	Make available for academic year 2013/2014		
The PRG concur with the unit's assertion that it would benefit from briefings/updates in relation to the curricula. The PRG recommend that a forum	PRG 5.2.2. SAR P40	Request to the Vice Dean to draw up an academic orientation type programme for the team	Vice Dean to design & deliver orientation programme for SSO team	None	Q2-2013 and ongoing from then. This should not be a once off activity		

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be established to brief the unit in this regard on a timely basis		SSO to participate in Faculty Executive meetings	SMT to agree to SSO's participation in Faculty Executive				
The PRG is of the view that the term 'Chaplaincy' may be a barrier in some circumstances and recommend that this be reviewed	PRG 5.2.3	Chaplaincy Team to draw up short paper proposing and outlining name change and its implications.	Dee O Donnell Noreen Shankey David Weakliam	None	Launch in Q1-2 2013		
The PRG recommend that the unit introduce additional/ ongoing induction sessions for students, particularly for those who for genuine reasons (for example, upgrades following LC rechecks) may have missed the formal Orientation Day	PRG 5.2.4	Design an induction and orientation programme for late arrivals. Schedule additional orientations, communicate to students and deliver. May require 1:1 delivery depending on arrival times	SSO & Admissions Office	Additional resources required. See additional posts referred to above.	To be in place before September 2013		

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The PRG recommend that priority be given to establishing a Student Union Secretariat in order to ensure retention and continuity of corporate memory and to ease the administrative burden on the President of the Student Union	PRG 6.2.1 SAR P39	SSO draw up Job Description SMT support and approval required	SSO to draw up Job Description SMT to approve post	Cost Implication: 1 x Secretary B post: Cost to RCSI: €33,086-€47,448	Immediate – to be in situ by April 2013 when next SU elections take place		
The PRG recommend, over the medium term, that the unit develop both qualitative and quantitative measures to record and have recognised the range and scope of services provided. Such data would serve as a baseline for reviewing staffing and budgeting needs into the	PRG 6.2.2 SAR P39	This has not been possible to date due to resource implications. This will form part of one of the proposed additional posts. Aim to have more data analysis available. SSO to examine outcome measures used in HEI's	SSO to draw up Job Description SMT support and approval required SSO to work with Quality Office in collecting data and feedback from Focus Groups and	Cost = 1 x Secretary B post: Cost to RCSI: €33,086-€47,448	Academic year 2013-2014		

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future.		and develop a proposal for qualitative/quantitative and other feedback management in the SSO	other sources				
That the unit should consider the establishment of an Operational Steering Group which would bring together key administrative representatives involved with student activities	PRG 7.2.1 P40	Operations Group will be established to include: Porters, Security, SSO, IT, Communications, Admissions, Library, Estates, SARA to connect, communicate and collaborate	SSO	See Job Description of additional post referred to above.	Academic Year 2013-2014		
That the Terms of Reference of the Student Affairs Committee be reviewed to ensure that key student issues raised are adequately addressed and in a timely manner	PRG 7.2.2 SAR P40	Review TOR's to identify better ways to action and address agenda items. <i>How to give teeth to the SAC</i> SMT to clarify reporting	SMT & SSO	None	Academic Year 2013-2014		

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		structure of SAC					
The unit provides services to postgraduate students on an ad-hoc basis. It is the recommendation of the PRG that the provision of non academic support services to postgraduate students, in consultation with the School of Postgraduate Studies, be put on a more structured basis and communicated to staff and students accordingly	PRG 7.2.3 SAR P39	Discuss and identify needs of postgraduate students with School of Postgraduate Studies Identify how does the PG School Strategy affect student supports and services	School of Postgraduate Students & SSO	Resource implication in delivering supports & services to postgraduates. Cannot deliver with current staff headcount. Support PG strategy to recruit more International students See Job Description	To be in situ for academic year 2013-2014		
That student feedback on the Student Services unit and 'student life' in general form part of the bi-annual	7.2.4	Discuss with EWG Focus on some key services and draft suitable questions	SSO & EWG	Existing EWG members & see JD of additional post above	Academic Year 2013-2014		

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evaluation survey		Conduct Focus Groups and surveys with support from Quality Office					
Staff and students expressed concern regarding the shift in hosting extra curricular student activities off campus site. The PRG recommend that the unit assess the impact of this shift on the overall student experience and report their findings to SMT	8.2.1	Discuss with SMT challenges posed by student events. Certain events for H&S reasons must be held off site	SSO SMT				